

Louisiana Department of Health and Hospitals BAYOU HEALTH Informational Bulletin 12-3 February 8, 2012

Issue: Member ID Cards

Amerigroup



Effective Date: Date of Birth: Subscriber #:

Amerigroup Louisiana, 3850 N. Causeway Blvd., Metairie, LA 70002 www.myamerigroup.com/LA

Member Name: Medicaid or LaCHIP Number: Primary Care Provider (PCP): PCP Telephone #: PCP After Hours #: PCP Address:

Vision Care: 1-800-787-3157 (under age 21)

Member Services and Behavioral Health: 1-800-600-4441 Amerigroup On Call/Nurse HelpLine: 1-866-864-2544

MEMBERS: Please carry this card at all times. Show this card before you get medical care. You of not need to show this card before you get emergency care. If you have an emergency, call 911 or go to the nearest emergency room. Always call your Amerigroup PCP for nonemergency care. If you have questions, call Member Services at 1-800-600-4441. If you are deaf or hard of hearing, call 1-800-855-2880.

MIEMBROS: Lleve consigo siempre esta tarieta de identificación. Muéstrela antes de recibir atención médica. Usted no necesita mostrar esta tarjeta de necesaria en entre de recibir atención de emergencia. Si tiene una emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Llame siempre a su PCP de Amerigroup para la atención que no es de emergencia. Si tiene alguna pregunta, llame a Servicios para Miembros al 1-800-600-4441. Llame al 1-800-855-2884 si es una persona sorda o tiene problemas de la audición.

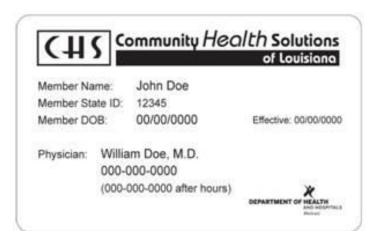
HOSPITALS: Preadmission certification is required for all nonemergency admissions, including outpatient surgery. For emergency admissions, notify Amerigroup within 24 hours after treatment at 1-800-454-3730.

PROVIDERS: Certain services must be preauthorized. Care that is not preauthorized may not be covered. For preauthorization/billing information, call 1-800-454-3730.

SUBMIT MEDICAL CLAIMS TO:

AMERIGROUP • P.O. BOX 61010 • VIRGINIA BEACH, VA 23466-1010
USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEMBER IS FRAUD. Louisiana Medicaid Fraud and Abuse Hotline: 1-800-422-2917

Community Health Solutions



Submit Claims to: Community Health Solutions of Louisiana P.O. Box 23199 St. Petersburg, FL 33742 Payor ID: CLA11 1-855-247-5248 24-hour Member Services or to file a grievance 1-855-773-2884 Prior Authorization 1-800-488-2917 To Report Medicaid Fraud In Case of Emergency: If life threatening Call 911 If non-life threatening call 24 hour nurse line at 1-855-247-5248

LaCare

LaCare
A Program of Americanth Marcy of Consistence

DOE, JOHN 1D YXM 12345678 SEX M DOB 01/01/01

EFFECTIVE 01/01/01

STATE ID 1234567891

DR. JOHN SMITH
(ABC FAMILY PRACTICE)
123 MAIN STREET
ANYTOWN, LOUISIANA 12345

PHONE 318-555-1234 LAII XYZ LABS PLAN CODE 355/855 Member Services & Filing Grievances: 1-888-756-0004
Provider Services & Prior Authorization: 1-888-922-0007
Report Medicald Fraud: 1-800-488-2917

- Always carry your LeCare card. You'll need it to get your benefits.
 Go to your LaCare Primary Care Physician (PCP) for medical care.
- Emergency Room: Go to an Emergency Room near you when you believe your medical condition may be an emergency. If you get emergency care, please notify your PCP.
- . Out-of-Area Care: Report out-of-area care to LaCare and your PCP within 48 hours.
- Mental Health, Orug & Alcohol Services: Call the toil free number for your parish. If you don't know the number, call Menther Services at 1-888-756-0004.

In-area Providers: To verify member eligibility and coverage 1-800-XXX-XXXX

For pre-certification 1-800-XXX-XXXX

Out-of-area Providers: To verify member eligibility and coverage 1-800-XXX-XXXX

For pre-certification 1-800-XXX-XXXX

LaCare | 10000 Perkins Rowe, Block G., 4th Floor, Baton Rouge, LA 70810

Louisiana Healthcare Connections



Name: Jane Doe

Medicaid ID #: XXXXXXXXXXXX DOB: XX/XX/XXXX

PCP Name: John Doe

PCP Phone #: XXX-XXX-XXXX After Hours #: XXX-XXX-XXXX

If you have an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Louisiana Healthcare Connections for an okay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or Louisiana Healthcare Connections NurseWise® toll-free at 1-866-595-8133 (TDD/TTY 1-877-285-4514) NurseWise is open 24 hours a day.

IMPORTANT TELEPHONE NUMBERS

Louisiana Healthcare

Connections Address:

8550 United Plaza Blvd.

Baton Rouge, LA 70809

Members:

Member Services: 1-866-595-8133 TDD/TTY: 1-877-285-4514

24/7 NurseWise: 1-866-595-8133

Vision: 1-866-595-8133

File a Grievance: 1-866-595-8133 Report Medicaid Fraud: 1-800-488-2917

Providers:

Provider Services: 1-866-595-8133

IVR Eligibility inquiry - Prior Auth: 1-866-595-8133

Medical claims: Louisiana Healthcare Connections

Attn: CLAIMS PO Box 4040

Farmington, MO 63640-3826

Provider/claims information via the web: www.LouisianaHealthConnect.com.

United Healthcare

